Improving Organizational Patient Safety Culture: Stories from the Field

- Nancy Johnson, Pipestone County Medical Center
- Anita Zelenka and Melissa McGinty-Thompson, Chippewa County-Montevideo Hospital
Breakout Session Goal

Use lessons learned and best-practices from hospitals/nursing homes that applied quality improvement and culture change strategies to improve the lives of those they serve
Nancy Johnson
Pipestone County Medical Center
Chippewa County Montevideo Hospital

Outcomes Congress May 11, 2011
Chippewa County Montevideo Hospital

- 25 bed Critical Access Hospital
- Southwest Minnesota
- Onsite clinic and 3 satellite clinics
- Provide services across the lifespan
- ED, OB, Med/Surg, ICU, Oncology, Cardiac Rehab, OR, Home Care, Diabetes Care, Dialysis, Mental Health
Our Team

L to R:
Peg Schumacher, Clinic Adm., Wendy Augeson, RN, Anita Zelenka, RN,
Dr. Carol Lietzau, Vari Nelson, RN,
Cathy Brouwer, RN, Melissa McGinty-Thompson, RN

Not pictured: Amy Rongstad, NP, Mark Paulson, Hosp. Adm., Linda Nelson DON, Sue Jerve, RN, Dr. Bruce Arvold,
The survey results drove our projects. Based on these results we chose to work on:

• Communication
• Team Support
Goal or Aim

Goal:

To enhance our communication to provide better hand off information to ensure the patient’s safety continues throughout the facility.
Success Strategy 1

• Interdepartment Transfer Form
• To provide consistent hand off communication between departments
• Provided education and introduction to form facility wide. Delivered the forms to every department.
• Motivation: explained the impact of lack of communication on the patient’s safety.
• Verbal resistance
• Continued encouragement and shared the success of utilization.
Success Strategy 2

- SBAR communication
  - Name badges, forms, telephone notepads
- To improve communication between individuals across the facility.
- Education and introduction to all facility employees
- Gave examples of improved communication and its impact on both patients and staff satisfaction.
- Verbal resistance
- Survey and shared results
Success Path

Where we were......
Success Path

Hospital Survey on Patient Safety Culture Composite Positive Responses
Comparison to the National Comparative Database 2009
(622 Hospitals, 119,462 Respondents)

- Chippewa County Memorial Hospital & Clinic 2009 (n=150)
- 10th Nino 2006 National Database (622 hospitals)

Graph shows various patient safety culture dimensions compared to the national database.

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Success Path

Hospital Survey on Patient Safety Culture Composite Positive Responses
Comparison by Work Area 2

- Chippewa County Montevideo Hospital & Clinic (n=190)
- Radiology (n=8)
- Intensive Care/Respiratory Therapy (n=18)
- Clinic (n=22)
- Cancer Rehab/Oncology (n=7)
- Home Health (n=17)

Graph showing trends in patient safety culture composite positive responses across different work areas.
Success Path

- Received survey results
- Shared results facility wide lunch and learn
- Asked for participation on workgroups from all departments
- Developed tools
- Implemented tools
Success Path

Results!!

Where we are going…….
Success Path

• Continue to work on communication
• Awaiting second survey results
What Surprised You?

- The volunteers!
- Commitment and continued follow through
Tools

- Interdepartment Transfer Form
- SBAR forms
  - Clinical
  - Non-clinical
Barriers

- Another form
- Extra work
- Verbal resistance
What Would You Change?

• Try and get more frontline staff involvement from the very beginning.
• Physician involvement
What Would You Recommend to Others?

- Get as many different disciplines involved from the beginning and seek input.
- Have leadership support
- Communicate, communicate, communicate!
How Will You Sustain Your Improvements?

• Have continued to meet monthly
• Developed other processes
• Communication Team
• Leadership Support
Thank you!!